

Vale Ian McLaren

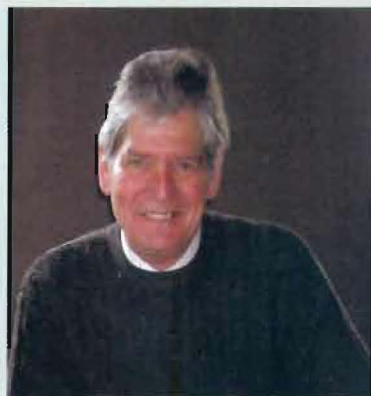
Co-operator 1947 - 2015

It is with a heavy heart that this notice is written to inform the members of Southeast Housing Co-operative of the passing of Ian McLaren in the early hours of Wednesday morning 08/07/2015

Ian will be sadly missed by the SouthEast Housing Co-operative staff, the board of directors and members. Ian joined the co-operative as Chief Financial Officer in 2010 and was subsequently appointed General Manager in 2011. Prior to joining SouthEast, Ian worked for CEHL, MIND and in the private sector.

Ian brought to the co-operative a commitment to co-operation - not an historical or legal commitment, and not just experience to co-operative values and principles but an understanding of the value of co-operation between people and organisations.

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General Meeting with Specific Outcomes

A General Meeting of members of the SouthEast Housing Co-operative Ltd began at 7:05 p.m and finished at 8:20 p.m. on the 18 May 2015 at the Dandenong Club after an exhaustive agenda.

There were 39 members at the meeting who adopted a new Strategic Plan 2015-2017, agreed to a Rule change, received a Mid-Year Report and adopted a Heating and Cooling Policy.

Director Debbie Dioguardi presented to the members the revised Strategic Plan 2015-2017 and outlined the major changes. Director Greg Nolan spoke to the members about the Rule change.

The General Manager Ian McLaren presented the Mid-Year Report. Directors Andrea Lee, Shirley Faram and Tracey Hall explained the heating and cooling policy as being good for members and proving the co-operative difference - to appreciative murmurs from members.

For more on the General Meeting go to the SouthEast web site:
<http://www.sehc.org.au/index.php/news/meetings/116-genmeet/700-general-meeting-with-specific-outcomes>

For the latest events and news at SouthEast Housing
go to <http://www.sehc.org.au>

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Ian with Jim Kokaras and Dale Carroll (standing) lunch at Christmas party



left: Ian Listening or pretending to listen.



right: Ian with Jim and Dale at Lunch again.



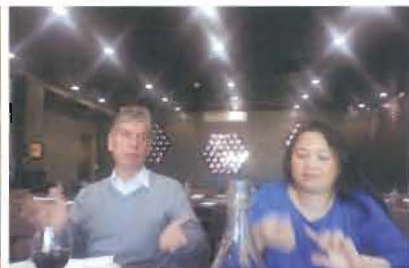
left: Ian and Shirley pretending to work at a photoshoot.



right: Ian speaking with fascinated directors (l-r) Debbie Dioguardi, Andrea Lee and Tracey Hall



left: Ian speaking at an AGM.



right: Ian with Trang Le at Lunch with unusual sign language



left: Ian and Joy Haines at a raffle.



middle: The inscrutable Ian.



right: Ian trying to work out what he should say

Vale Ian McLaren

(Continued from front page)

This instinctive co-operation worked well in the workplace and Ian's relationship with the board and other organisations. Ian also served on the board of the Community Housing Federation of Victoria until 2015.

Ian's instinctive co-operation was, in fact compatible with co-operative values and principles and, over time, he became more familiar with the legal basis and lessons of the co-operative movement.

Ian's natural co-operation was a natural fit for the long-serving staff who appreciated his empathy, patience and humour. Ian realised how the achievements of co-operatives were critically dependant on skilled and experienced staff continuing to provide high quality services.

The board appreciated the comprehensive reports provided by Ian - including extensive financial reports to the board, the Annual Report and the Mid-Year Report which provided a level of accountability and transparency not available from other housing agencies.

Ian did, of course, have some quirks. He was a hoarder of paper which covered his desk, floor, bookshelves and chairs. Drawing from his Scottish ancestry, he looked after cents as well as the dollars.

He was also a bookie - a long time ago before he came to Australia from the UK, but preferred to be called a turf accountant. His love of horse racing never left him and most Fridays he could be found looking for a discarded Herald Sun newspaper that still contained the weekends form guide.

He was deaf in one ear and this was sometimes used by himself or directors at board meetings when it suited. Ian was always ready to laugh at himself and share a joke and a giggle about his ailments.

Ian also had expensive teeth which sometimes fell out - leaving Ian tooth gapped. His worst experience with his teeth was when they flew out of his mouth into someone else's glass of water. The manager of a co-operative makes a difference - either maintaining and facilitating or undermining co-operative values and principles. Ian was a maintainer and a facilitator and his legacy is that co-operative managers can practice co-operative values and principles.

Ian was much loved, admired and respected by all who knew him. Those who worked with Ian felt it was an honour and privilege. Ian made everyone's working life so much easier.

In the meantime, Ian's former responsibilities are shared between Joy Haines Acting Manager (Operations) and David Griffiths Acting Manager (Governance)

The staff are responding magnificently in the trying and sad circumstances. All services will continue to be delivered to a high quality.

New Emergency Maintenance Service

A new emergency maintenance service started on 6 July 2015.

Emergency Maintenance is defined as corrective works that should be undertaken immediately for reasons of health, safety and security.

A member of staff will be available after office hours to deal with emergency maintenance calls from members. The service will be provided by Property Officer Jim Kokoras. When Jim is on leave the service will be provided by another member of staff. This new service will replace the current system of members working through volunteers and supplied lists of trades.

The following items are considered emergency repairs:

- A burst water service • A blocked or broken toilet system.
- A serious roof leak • A gas leak • A dangerous electrical fault.
- Flooding or serious flood damage • Serious storm or fire damage.
- A failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating or laundering.
- Failure or breakdown of the gas, electricity or water supply.
- Any fault or damage in the premises that makes the premises unsafe or insecure.



- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted.

During office hours, contact the SouthEast office immediately. After hours, contact the Emergency Maintenance telephone number. In discontinuing the use of volunteers, the board wishes to acknowledge those members who have worked as emergency maintenance volunteers in the past and up to the present. The board will review the service at its February 2016 board meeting.

The emergency maintenance services number is available after office hours week days, and on weekends and public holidays. PH: 0401 722 157

Secretary Greg Nolan: "Keeping up the Information Flow."

Hi Members,

It has been a very busy year so far, for the Board and the co-op staff, and at the General Meeting of 18th May, there were a number of important things on the Agenda.

Firstly, there was a positive change to our Heating and Cooling policy, which we think is long overdue and will be of good benefit to Members. We are hopeful that you will agree to this change.

Secondly, there was a Mid-Year Report by the General Manager, which is an additional thing introduced by the Board last year, and reports generally on Member matters, Communication matters, and the Housing Environment (Sector) matters.

The Report included information about a new improved General Lease between SouthEast and the DHHS

(Department of Health and Human Services), plus some information on SouthEast submissions to Government and industry groups reviews, and also news about SouthEast expressions of interest and funding submissions to local government and/or charitable trusts re possible future growth for our co-op.

Thirdly, the Board recently (13 March 2015) held a Workshop/Review of our Strategic Plan for the next 3 years (2015-17). There were a number of changes, amendments and additions, modifying our mission etc. and refining some of our aims and priorities.



This was all aimed at allowing for managed growth, and including provision for our recent downsizing policy, and in general, making the document more logical and properly reflective of our now six Strategic Goals (an addition of one).

Finally, after all of the presentations, there was an 'Open Mike' session, in which members raised some issues they wanted discussed, and asked about some of the agenda items in more detail, or things that needed to be clarified or explained further.

I am looking forward to seeing you all at the next meeting in August/September.

Greg Nolan (co-op Secretary).

General Meeting 18 May 2015

Security of Tenure

Security of tenure for all tenant members has increased with the General Meeting on 18 May 2015 supporting a board recommendation to sign a new General Lease with DHHS. The General Lease is between DHHS and SouthEast – tenant member leases are with SouthEast. The current General Lease was signed by SouthEast in July 2013 and potentially could be terminated by DHSS after three years - in July 2016. The revised General Lease between DHSS and SouthEast will be for five years to 2020 and could not be terminated by DHSS within this time period unless there was a default event under clause 17.2 e.g. SouthEast was no longer registered as a housing provider.

This increased security for the co-operative has also strengthened security of tenure for all members. The advice from the Community Housing Federation of Victoria (CHFV) is that most of their proposed changes have been accepted and that as a whole the revised General Lease is considerably fairer than the General Lease signed in 2013. The revised General Lease has to be signed by 30 June 2015.



Heating and Cooling

Approximately 6.7 million households in Australia have air conditioners – compared with 1.9 million in 1990 - 74% of all properties have at least one air conditioner.

At December 2014 there were 78 (48.75%) of 160 properties with SouthEast owned aircons and 40 (25%) with tenant owned aircons. There were 55 (34.4%) properties with neither SouthEast nor Tenant cooling. The majority of existing air conditioners have entered or are entering the end of their life expectancy. Emerging life expectancies and a rollout program would suggest the need to establish a reserve fund.

The response of SouthEast is based on equity – within the co-operative and within the community generally. A majority within the co-operative and the community have air conditioning. SouthEast is committed to an efficient and effective heating and cooling policy for all its members and this includes a discrete use of air conditioners.

As housing co-operative we want to make a difference to all our members – a practical difference not a rhetorical difference. The proposal is consistent with co-operative values and principles and the determination of the board to make a co-operative difference. It is an equitable and financially sustainable proposal and the board hopes that members will agree with this assessment.



Members Assessment

Members in attendance were asked to rate the meeting in a brief survey and 36 members responded - 99.30% of those attending.

Was the information circulated before the meeting? Very Helpful 24 (66.66%) and Helpful 11 (30.55%)

Was the presentation at the meeting? Very Helpful 20 (55.55%) and Helpful 14 (38.88%)

Was the discussion at the meeting? Very Helpful 13 (36.11%) and Helpful 9 (25%)

Was the venue for the meeting? Very Good 28 (77.77%) and Good 6 (16.66%)

Was the location for the meeting? Very Good 24 (66.66%) and Good 8 (22.22%)

What is your overall rating of the meeting? Very Good 23 (63.58%) and Good 11 (30.55%)

Anatomy of an Eviction



In March 2015 there was a failure by SouthEast and a tenant. SouthEast dislikes evictions and rarely evicts tenants but in this case, when over a long period of time a tenant breaks a series of promises that would have avoided this situation, SouthEast had no option but to proceed with an eviction process.

For eight months SouthEast tried to prevent the eviction from escalating. In the end it was not just the arrears that led to the eviction but the tenant not engaging with SouthEast to work out a solution that would avoid the inevitable result. What briefly follows details the efforts undertaken by SouthEast to avoid the eviction.

It began on 16 July 2014 when the tenant member did not respond to a Notice to Vacate and a request to pay arrears by the 20 July or a hearing date would be sought from VCAT. On 13 August 2014 the tenant member advised that an income statement would be mailed that day. There were four telephone calls and two statements mailed to the tenant between August and September 2014 – with no response from the tenant.

In early October 2014 contact was finally made with the tenant who promised to pay within a week.

In early November 2014 the tenant was asked to come to the office – after no payment had been made.

Tenant did not make appointment and a further statement was issued to the tenant.

By middle January a further five telephone calls made to the tenant member requesting contact and by the end of January a message was left with the tenant member to contact the office as you (the tenant) could be evicted.

There were a further five calls in late January 2015 over three days with different results – the phone was hung up, the phone went to message bank, no answer and left message, no answer and left another message.

On the 3 February 2015 SouthEast requested a warrant of eviction and afterwards met at the property with the police and a locksmith – but the tenant member had vacated the property leaving belongings which were dealt with according to the provisions of the Residential Tenancy Act

Housing and the 2015-2016 Budget

The Honourable J. B. Hockey, MP, Treasurer of the Commonwealth of Australia has urged us all to get out there and have a go. According to the federal government in 2015 - 2016 the Australian Government will spend \$154 billion on welfare - around 35% of total Government expenditure.

The Government is proposing to "strengthen the integrity" of the welfare system "to ensure it remains fair and sustainable" through such measures as a new welfare payments system, a strong welfare cop on the beat, more streamlined and cost-effective income management, a new model Financial Wellbeing and Capability service and a new Investment Approach to welfare. In his Budget Reply 2015 on 14 May 2015 to the House of Representatives the Hon Bill Shorten MP, Leader of the Opposition, made three references to housing. The first was to a "\$100 million cut from indigenous housing." The second was that "The Commonwealth must use its fiscal horsepower to work with the States and private investors to provide more affordable housing and to develop our cities and towns." The third comment was on the need for "better social housing."

Prime Minister Tony Abbott declared on the 17 May 2015 that people working should not be worse off than those on welfare. The Prime Minister was reported in The West Australian newspaper and on Sky News. There is no transcript of the Prime Minister's comments on his web site. Mr. Abbott said that the purpose of the welfare system is to provide people with a basic level of support and that you should always be better off in work than out of work. The Prime Minister's comments follow the budget papers which show that a sole parent earning \$30,000 a year with two dependent children under the age of six has a disposable income of more than \$66,000 after government assistance whereas a single person earning \$80,000 with no government assistance has a disposable income of about \$61,000.

The Community Housing Federation of Australia (CHFA) has issued a 2015 - 16 Federal Budget Briefing, the briefing notes, inter alia, that \$1.1 billion has been allocated to a Remote Indigenous Housing Strategy and that the National Partnership Agreement on Homelessness has received a two year funding extension until 2016 - 17 but this is not indexed - a real loss of \$12.58 million. The previous capital and research component (\$44m/year) had already been removed.

Download the full briefing note:

<http://chfa.com.au/resources/chfa-2015-16-federal-budget-briefing>

Visit the CHFA web site: <http://chfa.com.au>

Negative Gearing

The Australian Council of Social Service (ACOSS) is calling for action to restrict tax deductions for negatively geared property investments and the 50% discount on Capital Gains Tax that are together costing the Budget \$7 billion a year and fuelling housing price booms.



The report, 'Fuel on the fire: Negative gearing, Capital Gains Tax and housing affordability', dispels the myths that negative gearing makes rental housing more affordable and that the benefits mainly go to 'mum and dad' investors on middle incomes.



"Negative gearing and the tax break for capital gains don't improve housing affordability; they make it worse by fuelling home price booms like the one in Sydney right now. Less than one tenth of negatively geared housing investments are for new properties, the other nine tenths bid up the price of existing housing."

"It's not your average mum and dad investors on middle incomes who are benefitting from the generous tax concessions that have allowed two thirds of individual rental property investors, or 1.2 million people, to report tax-deductible 'losses' of \$14 billion in 2011," said Dr Goldie.

"The reality is that over half of geared housing investors are in the top 10% of personal taxpayers and 30% earn more than \$500,000."

"The reason that negative gearing strategies are widely used is that people can claim deductions for 'losses' against their wages every year, even though the investment is actually profitable because the value of the property rises every year. They then get a 50% tax discount on the value of their capital gains when it is sold."

http://www.acoss.org.au/media/release/new_report_calls_for_action_on_negative_gearing_and_capital_gains_tax

On the 7 June 2015 the Australian Greens announced a policy to reform negative gearing and use the proceeds to boost affordable housing, building more than 14,500 new homes for our most vulnerable.

The policy proposes to remove negative gearing for new investment properties and invest the proceeds in social and public housing instead.

"Low and middle-income Australians should not be forced to subsidise property investors through their taxes - it is fundamentally unfair," Senator Ludlam said today.

"It is time to call an end to this skewed concession that has contributed to the housing bubble and provides a tax benefit ten times greater for the highest income earners than for the lowest.

<http://greens.org.au/node/11315>



Senate's Affordable Housing

On 12 December 2013, the Senate referred an inquiry into affordable housing to the Senate Economics References Committee for inquiry and report. The committee presented its final report on 8 May 2015.



The majority report has made 40 recommendations – including that a minister for housing be appointed, a ministerial council on housing and homelessness be established, affordable housing be included in the Closing the Gap report and the issue of affordable renting be elevated to a platform of national importance.

A dissenting report signed by government senators Sean Edwards and Matthew Canavan said that while the report had produced “an extensive and informative discussion of Australia’s housing affordability problems and the resulting issues and policy challenges faced by governments at all levels”, many of the recommendations were either trying to have the federal government intervene in state and territory issues or were going to be addressed under the Federation white paper. The Inquiry found that far too many Australian households live in housing stress, struggle to find adequate accommodation, pay too much and face homelessness as a consequence.

“The Government must respond to the Senate Inquiry by boosting social housing investment, signalling tax reform and reinvigorating the National Rental Affordability Scheme (NRAS),” National Shelter Executive Officer Adrian Pisarski said.

The inquiry found there is poor coordination of responsibilities between levels of government requiring the establishment of a National Housing Minister and Ministerial Council which can bring the range of expertise required to solve Australia’s affordable housing crisis. Housing Policy Peak National Shelter has pointed to the findings of the Senate Economics Committee Inquiry into Housing Affordability as clear evidence of the need for urgent budget action.

NATSEM Rich Superannuation

New modelling by the National Centre for Social and Economic Modelling (Natsem) shows that superannuation tax concessions benefit the very richest Australians. According to Natsem, the top 10% of households, which have \$206,000 in disposable income a year, win 41% of the superannuation tax benefits – about \$12.2bn a year. The top 20% of households, with after-tax incomes of more than \$158,000 – win 60% of the concessions, around \$17.8bn worth.

Inequalities in Australia

According to the OECD, income inequality in Australia has increased since the 1990’s with average income of the top 10% of income earners almost 9 times that of the bottom 10%.

This increase in inequality, however, came to a halt with the Global Financial Crisis and dropped between 2007 and 2011 when there was a Labor Government – income of the bottom 10% increased by 2% and income of the top 10% decreased by 1%.

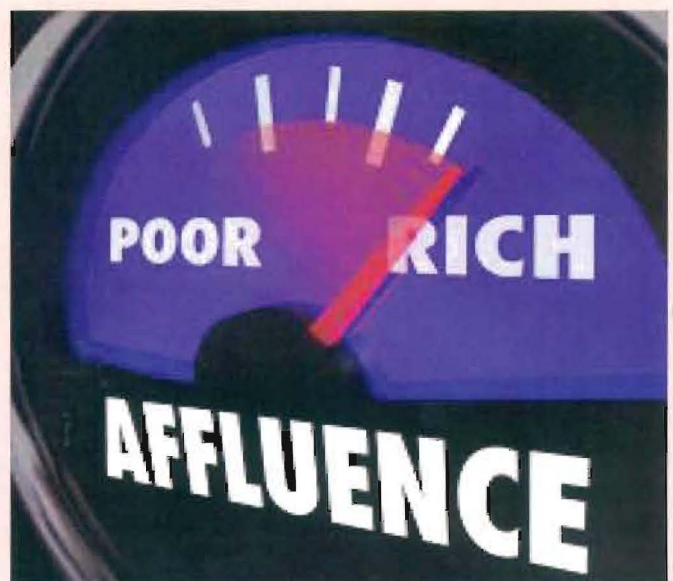
The OECD also reports that the poverty rate in Australia is slightly above the OECD average and that the top 10% own 45% of the wealth and the bottom 10% own 17% of the wealth.

Source: OECD In it together: Why Less Inequality Benefits All.....in Australia, 21 May 2015

The mission of the Organisation for Economic Co-operation and Development (OECD) is to promote policies that will improve the economic and social well-being of people around the world. The OECD provides a forum in which governments can work together to share experiences and seek solutions to common problems. This includes addressing inequalities in incomes, health outcomes, education and well-being.

The OECD’s origins date back to 1960. Today, the OECD has 34 member countries spanning the globe, from North and South America to Europe and Asia-Pacific – including Australia.

<http://www.oecd.org/about/>



ACOSS and the 2015-2016 Budget

On the 23 May 2015 the Australian Council of Social Service released an assessment of the 2015-16 Budget – ACOSS Budget Analysis 2015-16 (May 2015). The findings are summarised below: http://www.acoss.org.au/media/release/new_acoss_report_confirms_budget_fails_fairness_test

The impacts of this Budget must be assessed in light of the previous Budget, which casts a long shadow. While the 2015-16 Budget delivered welcome new investment in early childhood education and care and charted a fairer path on pension reform, the combined effect of the two budgets is to leave people on low incomes to once again bear the burden of Budget restraint.

ACOSS estimates that, combined, the two budgets strip approximately \$15 billion over four years from basic services and supports affecting low and middle income households, with total projected cuts of \$80 billion from health and schools funding to the states over the next decade.

Disappointingly, the 2015-16 Budget retains severe cuts to payments and programs from the 2014-15 Budget, in some cases linking savings measures from 2014-15 to new spending measures, and delivers new cuts to child dental and community health programs.

Our analysis suggests that low-income and disadvantaged families will be significantly worse off if the 2014-15 and 2015-16 Budget measures pass, notwithstanding the boost the child care investment.

The impacts of payment rate freezes will be felt over time. In 2015-16, the impacts of restricting the Part B payment to families with children under 6 years will mean that a single parent with one 8 year old child stands to lose \$48.50 per week and a single parent with one 12 year old child stands to lose \$62.50 per week due to the loss of FTB Part B and end of year supplements.

Many children in low-income families will also lose 12 hours a week of early childhood education that helps improve their life chances. Further, the changes to the Paid Parental Leave scheme announced two days before the Budget will leave many families worse off and further behind their overseas counterparts and the 26 week minimum leave period recommended to support maternal-child bonding and breastfeeding



NATSEM and The Budget

Families with children on the lowest incomes will bear the brunt of the federal government's budget cuts, while high income families will actually see their disposable incomes increase slightly over the next four years.

New analysis from the National Centre for Social and Economic Modelling has shown how the government's budget consolidation - for the second year in a row - is being made at the expense of the less well-off.

The Institute for Governance and Policy Analysis at the University of

Canberra was established in January 2014 to harness the research strengths of the ANZSOG Institute for Governance (ANZSIG) and the National Centre for Social and Economic Modelling (NATSEM). NATSEM undertakes independent and impartial research, and aims to be a key contributor to social and economic policy debate and analysis

<http://www.natsem.canberra.edu.au/about-us/>

NATSEM divides the community into five segments, or quintiles, each with a little over 2.5 million families. It has found the government's family's package - including its popular childcare payments - will benefit middle- to high-income families more than low-income families.

It has also found the poorest 20 per cent of households with children will lose up to 7.1 per cent of their total disposable income over the next four years, after all budget measures are taken into account.

By contrast, households with children in the top 20 per cent will see their disposable incomes increase slightly, by 0.2 per cent, by the end of 2018/19.

According to NATSEM's modelling, a single-parent family with two children (one in primary school, one in high school) with an income of \$55,000 will lose \$3715 this financial year, or \$71.40 a week, as a consequence of all 2015/16 budget changes.

Those losses will increase every year - losing \$4865 in 2016/17, then \$5960 in 2017/18, and \$6108 in 2018/19 - to total \$20,648 by the end of 2018/19.

We would like to acknowledge the passing of our "boss" Ian McLaren.

Ian was with us for a short time and we miss his kindness, patience, commitment and keen sense of humour.

Dale Carroll

Michelle D'Rozario

David Griffiths

Joy Haines

Jim Kokoras

Trang Le

Housing not Homelessness

In addressing the Community Housing Federation of Victoria conference View to a Room – Planning the future of community housing, Professor Terry Burke, Swinburne Institute for Social research, said that we should argue for a housing crisis – not a homelessness crisis.

He said the argument needed to be recast as productivity and efficiency – not equity or rights.

"We should both lead that change and position ourselves to respond to it."

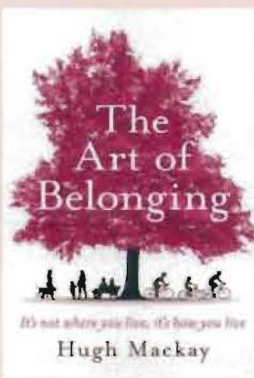


For the rest of Terry Burke's presentation go to:

<http://www.chfv.org.au/conferences/Co-operative Books>

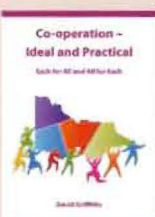


The Art of Belonging



The Art of Belonging, by social researcher Hugh Mackay argues that a 'good life' is not lived in isolation or in the pursuit of independent goals; a good life is lived at the heart of a thriving community, among people we trust, and within an environment of mutual respect. Mackay creates a fictional suburb, Southwood, and populates it with characters to demonstrate we need communities, but communities also need us. Hugh Mackay is a social researcher and the author of fourteen books – nine in the field of social psychology and ethics, and five novels.

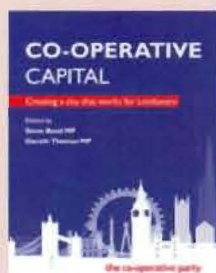
Co-operation – Ideal and Practical



Co-operatives Victoria has just released a new book on its work over the last ten years – and its challenges, achievements and failures. The book has been written by the Secretary of Co-operatives Victoria David Griffiths. The idea for the book came from CV director Shirley Faram – a delegate from the SouthEast Housing Co-operative Ltd. All members of Co-operatives Victoria will receive free copies. Others interested in purchasing copies can contact CV

at cfva@westnet.com.au – a PDF version will eventually be available.

Co-operative Capital



Co-operative Capital—Creating a City That Works for London (2014) includes a chapter by David Lammy, Co-operative Party MP for Tottenham in the UK House of Commons. In A Co-operative Way out of London's Housing Crisis (pp 25-27) Lammy argues that housing co-operatives provide the most control for tenants and that the proportion of co-operative housing in the UK is 0.6% – compared with 10% in Canada and 20% in Sweden.

The book is only available online. A limited number of printed copies were available at the launch.

To download the book visit the Co-operative Party website.

CHIA

The members of the Community Housing Federation of Victoria Ltd (CHFV), including the SouthEast Housing Co-operative Ltd, unanimously resolved to endorse the Federation entering into negotiations with Community Housing Industry Association Limited (CHIA) with a view to concluding a transfer of the current business undertaking of the Federation (including all assets and liabilities) to CHIA by 30 June 2016.

The rationale for CHIA has been summarised as follows:

- One voice for the industry as a one stop shop for providers and a single source for policy, advocacy, representation, training and resourcing;
- More effective national representation to government, other national peaks and the private sector, with the national peak being no longer at "arms length" from providers and being more relevant to multi-jurisdictional providers;
- Better quality and quantity of services to members, by combining the resources and expertise of existing peak bodies across a national market and creating a strong base for an expanded service offering; Branch offices in every State and Territory dealing with state issues and representing providers interests at both state and national level;
- Better connected sector through improved access to peer networking for providers, our people and our customers;
- More resilient and independent organisation through diversified income sources and reduced reliance on funding from government; and
- Better participation, services and housing for community housing tenants.



Community Housing
INDUSTRY ASSOCIATION

<http://www.communityhousing.com.au/>

Communications Survey

Members at the General Meeting on 18 May 2015 were asked about communications. There were 36 responses – 92.30% of members attending the meeting.

How would you rate overall the web site? 9 (25%) Very Good 5 (13.88%) Good 2 (5.55%) Adequate 1 (2.77%) Poor 11 (30.55%) Don't know and 8 (22.22%) No Answer

If only counted were those 17 members that rated the site: 9 (52.94%) Very Good and 5 (41%) Good

How would you rate the newsletter? 11 (30.55%) Very Good 16 (44.44%) Good 1 (2.77%) Adequate 7 (19.44%) No Answer and 1 (2.77%) Don't Know

Have you visited the SouthEast web site? 2 (5.55%) Yes Regularly 18 (50%) Yes Sometimes 15 (41.66%) No and 1 (2.77%) No Answer

Have you visited the SouthEast Twitter account? 2 (5.55%) Yes Sometimes 33 (91.66%) No 1 (2.77%) No Answer

How would you rate the Mid-Year Report? 15 (41.66%) Very Good 16 (44.44%) Good 1 (2.77%) Adequate 4 (11.11%) No Answer

Would you like to receive information updates from SouthEast by email? 14 (38.88%) Yes 18 (50%) No 3 (8.33%) Don't Know 1 (2.77%) No Answer

Would you like to receive information updates from SouthEast by text messages? 9 (25%) Yes 24 (66.66%) No 2 (5.55%) Don't Know 1 (2.77%) No Answer

Would you support SouthEast establishing a Facebook page? 18 (50%) Yes 12 (33.33%) No 5 (13.88%) Don't Know 1 (2.77%) No Answer

Do you have a web site? 3 (8.33%) Yes 33 (91.67%) No

Do you have a Twitter account? 3 (8.33%) Yes 32 (88.90%) No and 1 (2.77%) No Answer

Do you have a Facebook Page? 13 (36.11%) Yes 22 (61.11%) No and 1 (2.77%) No Answer

Community Survey

Members at the General Meeting on 18 May 2015 were asked about community. There were 37 responses to the Community Survey – 94.87% of those in attendance.

How would you rate SouthEast as a co-operative? 28 (77.77%) Very Good 6 (16.21%) Good 3 (8.10%) Satisfactory

How would you rate democratic decision making within SouthEast? 17 (45.94%) Very Good 16 (43.24%) Good 3 (8.10%) Satisfactory 1 (2.70%) Poor

How would you rate SouthEast as a community? 15 (40.54%) Very Good 13 (35.13%) Good 6 (16.21%) Satisfactory 1 (2.70%) Poor 2 (5.40%) Don't Know

How would you rate SouthEast in encouraging active membership? 14 (37.83%) Very Good 12 (32.43%) Good 8 (21.62%) Adequate 1 (2.70%) Poor 1 (2.70%) Don't Know 1 (2.70%) Non Answer

Did you attend the 2013 XMAS Party at Healesville Sanctuary? 15 (40.54%) Yes 21 (56.75%) No 1 (2.70%) No Answer

Did you attend the 2014 XMAS Party at Healesville sanctuary? 17 (45.94%) Yes 19 (51.35%) No and 1 (2.70%) No Answer

Did you attend the 2014 Annual General Meeting at the Dandenong Club? 28 (75.67%) Yes 9 (24.32%) No

Would you attend SouthEast social events in different geographical areas in August 2015? 16 (43.24%) Yes 4 (10.81%) No 15 (40.54%) Don't Know 1 (2.70%) No Answer and 1 (2.70%) Possibly

Would you be interested in attending an open board meeting in the future? 11 (29.72%) Yes 10 (27.02%) No 12 (32.43%) Don't Know 3 (8.18%) and 1 (2.70%) Maybe

How many years have you been a member of SouthEast? 15 years plus 29.72% 10 years plus 54.05% 5 years and under 16.21%

Gender 30 (81.08%) Female 3 (8.10%) Male and 4 (10.81%) Not Stated

Dale Carroll

Dale Carroll joined SouthEast in December 2009 and we asked Dale re his experience and background and here are Dale's responses.



Tell us a bit about your background before joining SouthEast in December 2009.

I have been married for 33 years and we have three great children, one female and two male aged between 22 and 29. All are with partners and my daughter has a six month old son who is our first grandchild and we adore him. We have lived in The Yarra Valley at Launching Place for 27 of those years. My wife (Nona, and I am Poppy) works as an intellectual student teachers aid and is very fond of the student she has supported over many years. She also volunteers for the Benwerren Opportunity shop in Yarra Junction.

Prior to Southeast I was with Uniting Care, Harrisons Community Services, first as a Senior JPET worker leading a team helping 15 to 21 year olds with education and training and accommodation for three years then for two years as a Social Housing Support Worker, establishing successful tenancies, mainly working with families and individuals for up to six months, including advocacy and support for tenancies at risk.

Experience you bring to your role

I have a local government business degree, a post graduate diploma in psychology, a parent education leadership certificate and I am trained to run men's recovery programs. I am also qualified in First Aid Level One.

I was involved for many years with a Yarra Valley supported accommodation service and a tenancy worker for the Salvation Army Social Housing Service. I have accounted for grants and subsidies

for the City of Melbourne (4 years), coordinated Information Technology Training programs for the City of Melbourne and written technical and training documents. I have also worked in welfare (homelessness), and have been involved in risk management, Occupational Health and Safety and worked on compliance via the Quality Improvement and Community Services Association accreditation process (QICSA) and The Victorian Homelessness Assistance Service (Industry) Standards, updating policy and procedures as required in consultation with other teams at Harrisons.

Your work goals.

Firstly my role is to ensure, so far as possible, and primarily through good communications, that policy and procedures and related work practices at SouthEast are in compliance with relevant standards and laws and industry best practice and that work practice reflect this compliance.

This involves, in part, writing new, and revision of, existing policy and procedures, monitoring and maintaining the organisations quality assurance systems and working closely with staff, directors and members. I am also responsible for SouthEast communications generally and document control and production. I am responsible operationally for keeping many important registers updated within statutory guidelines.

Importantly my role includes developing sustainable and community capacity building projects, editing newsletters for the members and support for the members committees such as the recent Communications committee. I support the Business and Finance committee by recording minutes and preparing the agenda and documents. There is also an expectation that I will back up staff and committees when staff or committee support is not available or in need of extra support.

I work closely with the General Manager, Ian McLaren on committee and board actions and I attend regular peak body monthly meetings.

Since my work area is in reception I do defacto reception duties which are

shared with the staff.

I also help out with information technology issues and provide coordination of and set up and IT support at general member meetings.

Currently I am assisting to realign SouthEast policies and procedures to the new national performance standards and I assist in the drafting of business plans and reporting on performance to the Housing Registrar, CAV and the ACNC.

Other duties include being the Occupational Health and Safety representative and I am the Deputy Fire Warden for the Dandenong Hub so I get to use the loud hailer and talk on the building communications system in emergencies. Wow.

What is the favourite aspect of your work role?

Personally mostly I love working with the committee members and staff and getting to know them, to do this I really enjoy researching in order to ensure compliance and creating new policy and procedures for approval by the General Manager and Board. My role really is about working with people to ensure excellence in service delivery but it's also about the challenge of improving and growing which is a great personal and organisational attitude I hope to encourage and participate in fully.

What have you learned about SouthEast?

The directors are very committed and professional. Their experience and application to ensuring SouthEast is the best co-operative in the Southern and Eastern region is so obvious. The same can be said for the staff and I, the General Manager who is such an open, able and committed leader and manager. I feel very fortunate to have been so warmly welcomed into such a capable team. I have found them all to be great people to work and learn from and they all have a wonderful sense of humour, informality and openness that makes them a great team to be with.

How has your involvement with SouthEast changed your outlook?

I know it sounds like I have been well and truly indoctrinated but it appears to me a co-op has greater potential to keep tenant members housed longer and relatively more affordable than other systems. Members have more control over their housing environment than others and SouthEast is better able to provide services that better meet member's needs. I understand that evidence gathered from SouthEast member surveys with a good response rate seems to suggest members

appear to be more likely to stay in their homes longer and be more satisfied than the average public or social housing tenant or resident.

I think the level of engagement by members is really up with best and has improved over the years. The biggest improvements have been the area and general meetings especially meeting style and member enthusiasm and participation in the groups and the considered and thoughtful contributions made by the groups and in survey comments. The Xmas party is also a great innovation and welds younger families with older members, staff and directors into a powerful team.

Personally I would like to see more area based activities that allow members to generate new ways of being a single unified cooperative in terms of renewing cooperative identity. Like having established members as mentors welcoming new members personally when they move in to their residence and inviting them personally to participate in SouthEast member meetings and new community building committees and activities.

Tell us about your favourite sports star

James Hird is a legend and I strongly admire his courage and tenacity both on and off the field. I think that in time he will be fully justified in his actions over the last two or three years which I feel he genuinely made in support of Essendon Football Club and its legendary players and supporters.

What do you do with your spare time?

When I do manage to find some spare time I love to sit on the front veranda at home and look out over the Yarra Valley and beyond to the summit of Mount Ben Cairn.

We have lived in the valley for 33 years and I never tire of its beauty, wonders, people and history.

Pet hate

Mindless routines while helpful can become boring and mind numbing – I break them as often as I can.

Interests

Not in any particular order but movies, music, biographies, science fiction, people, family, fun together, and generally exploring love and life in all its endless possibilities.

Community Housing Federation of Victoria Conference - Thursday, May 21st 2015.

Laboring Social Housing

Report by SouthEast director Greg Nolan

The Conference was opened by MC Angela Pippas, ABC journalist and sports presenter, who skilfully kept the day's events on schedule.

The gathering, from all parts of Australia, was then welcomed to country by Dean Stewart, of the Boon Wurrung Foundation.

Then, the Host welcome and introduction was presented by Brett Wake, Chair of the CHFV board.

Guest Speaker: Martin Foley, Minister for Housing, Disability and Ageing.

"Social Housing under a Labor Government."

'Finding Solutions' is what he sees as his primary role, and the solutions to Crisis accommodation, transitional accommodation, and quality of stock, need to be driven by high needs, and a shared responsibility in these priority areas.

There is a sense that we have the 'same old' forms of assistance, despite increasingly complex needs, and there is much need for more stock, targeting at risk groups, e.g. homelessness broadly, youth, and people with mental health issues.

Mr Foley said that we need to recognise 'interdependencies' between Public Housing and Community Housing, and that he had asked the DHHS to initiate an 'engagement strategy' with the Community Housing sector. We also need to recognise that the sector has an increasing role to play in expanding the array of Social Housing options, or choices.

It was put to the Minister by conference members, that (1) \$470 m. has been taken out of the Homelessness and Social Housing sectors in the last 4 years, and that (2) of the 35,000 on public housing waiting lists, approximately 10,000 of these, are people with mental health, drug and alcohol issues, the hardest to accommodate.

He said that there were several financial challenges for Growth and Supply, for example, (i) the National Disability Insurance Scheme, (ii) 'leveraging' for Community Housing agencies, and (iii) that the Federal Government seemed intent on backing away from investing in any significant affordable Social Housing strategies.

On the subject of increasing the supply of housing stock, he said that, broadly, homelessness services and the Social Housing sector needed to 'work better together', and in a

more structured way. He said there is a need to use existing Public Housing assets for renewal projects, and quoted Carlton, North Geelong and Kensington as examples of this.

The Minister also affirmed his governments' election commitment to a maximum of 25% of income rent for Public and Community Housing tenants, and that Work and Learning (WL) Centres had been supported in the 2015 State Budget, and these WL Centres were targeted to being built near workers' accommodation.



XMAS PARTY

**Robert Eadie Pavilion and Grass Area
Healesville Sanctuary**

Sunday December 06 2015

RSVP for early bird registrations is 14 August 2015. The first 70 registrations will receive a mystery gift. Names, Number including children by age and gender.

Contact Details to SouthEast Office

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Privacy

SouthEast is committed to protecting your privacy and complying with all applicable privacy laws. If you have any questions or comments about our privacy practices, we can be contacted at PO Box 7141, Dandenong. Phone 03 9706 8005

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